



## Refund and Cancellation Policy for 2024 – 2025 Programming

- Should county, state, or federal guidance be released that forces the closure of programming, refunds or credits will be issued for the sessions that are cancelled.
- Should Variety cancel a program in its entirety or a program session independent of federal, state, or local guidelines, a refund or credit will be issued.
- If an individual must drop out of the program due to illness or medical condition, Variety will offer a refund or credit for the remaining sessions if more than 50 percent of scheduled sessions remain. Note that a physician's note is required for this refund or credit to be issued.
- Please refer to Variety's COVID Health and Sanitation Policy for any questions related to screening, returning to the program after illness, and participant and staff health and safety.
- Due to limited spacing and staffing procedures, we request that the cancellation of session attendance be communicated with at least 24-hour notice. This allows families on the waiting list an opportunity to attend the program and enables Variety to staff programs appropriately. Cancellations made within a 24-hour notice will receive an account credit. However, credits will not be provided if a session is not cancelled prior to 24 hours, or a session no-show occurs.